GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:3367
ANSWERED ON:16.04.2008
REVENUE EARNED BY RPOS
Jindal Shri Naveen

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the revenue earned by the Regional Passport Offices (RPOs) in the country during the last three years, year-wise, RPOs-wise; and

(b) the measures taken by the Government to boost efficiency and eliminate delays in issuance of passports to the applicants?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS(SHRI E. AHAMED)

(a) The figures of revenue earned by all Regional Passport Offices/Passport Offices in the country during the last three years are at annexure.

(b) The measures taken by the Government to boost efficiency and eliminate delays in issuance of passports to the applicants are as follows:

Submission of weekly pendency reports by passport offices for review by the Ministry of External Affairs.

During the inspection of Passport Offices by various officers of the Ministry, special emphasis is given to the issue of pendency.

Pendency clearance drives are undertaken from time to time, including periodic Passport Adalats to address public grievances.

The Passport Offices have been asked to have close liaison with the police authorities and to have periodic meetings to expedite police verification.

As for incomplete applications received mostly through District Passport Cells, efforts are being made to eliminate the same by briefing the staff of District Passport Cells on passport guidelines from time to time.

All Passport Offices have 'on line' registration facility.

#Further, with the objective to deliver passport related services to the citizens in a timely, transparent, more accessible and reliable manner, the Government have decided to implement the Passport Seva Project. The project is expected to result in the issue of passports within 3 days in cases not requiring police verification or those requiring post-issuance police verification; and in cases, which require pre-police verification, within 3 days after the completion of the verification process.